

# Peachland Wellness Centre Society

Vision - People in our community are supported to embrace a happy, healthy and independent life.

## 2019 ANNUAL REPORT



Mission – The Peachland Wellness Centre (PWC) provides programs and services that connect people through support, education, information, referral and outreach. PWC values volunteers and collaborates with other community members, organizations and the District of Peachland.

## President's Report Kym Martin

This past year has been a successful and exciting journey for the PWC!

The staff and volunteers of the PWC continue to be a source of inspiration, for us all. The caring and compassion they demonstrate daily is humbling and is appreciated and respected by all whom encounter their efforts.

We have addressed many policy and operational details in 2019, including a review of our Human Resource Policies. Additionally, we refined both our Operational and Strategic Planning process and added further detail to the planning Frameworks themselves. The Strategic and Operational Frameworks are extremely important and will serve as foundational documents that will guide us through the next three years.

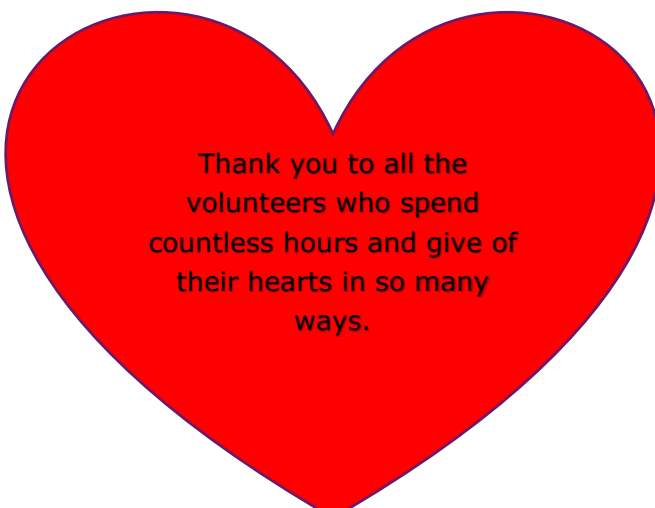
Reflecting back on the accomplishments of this past year, I would be remiss if I did not acknowledge the important role that the Committees played in reviewing and making recommendations to the Staff and the Board on key and emerging issues. Committee work serves as an integral part of the PWCs ability to serve the community and we are grateful for all who participate.

2020 will be an exciting year! We will be further strengthening our evaluation framework to ensure we are accurately measuring the impact of our services and programming. Several of our employees are attending an evaluation training to further explore the ways in which we can more precisely evaluate our work in the community. We look forward to applying these new learnings over the course of the year. It is important to make our evaluation process right-on, to ensure we are meeting the short, medium and longer-term needs of our community.

2020 also signals the beginning of our planning for new space. As most of you are aware, the second phase of the senior's residences will be built right where the PWC is now. We met with Mayor Fortin to ask that the needs of the PWC not be forgotten and that she helps us ensure that we will have a home moving forward. The meeting was incredibly positive, and we will continue to work with the District and the Mayor and Council to ensure the needs of the PWC are pro-actively addressed.

We have had Board additions and adjustments over the past year. I would like to recognize and acknowledge the contributions of Kathy Sawchuk who brought to the PWC Board such intelligent and thoughtful perspectives. We will miss her at the table and are deeply grateful for the time that she served. We welcome Nancy Philpott who joined us as a new board member this this past year.

Summary, I wish to express my sincere gratitude to the PWC volunteers, my Board colleagues, Executive Coordinator Christina MacMaster and the staff. Thank you all again for the outstanding work you do and for helping ensure that the PWC continues to serve the needs of the broader Peachland community.



Thank you to all the  
volunteers who spend  
countless hours and give of  
their hearts in so many  
ways.



## Executive Coordinator's Report - Christina MacMaster

2019 saw growth and development in many areas as PWC continued to provide programs and services to the community. The organization is growing in ways to reach the needs of more community members, challenging not only available building space but the capacity of current levels of Staff and Volunteers. This has precipitated a review of current staff positions and allowed for the restructuring of positions to meet the needs of new programs and services coming to the community. All staff are part-time except the Executive Coordinator. The staff and community are well supported by many Volunteers, the largest number in PWC's history at 191. Volunteers continue to be the life of PWC as programs are delivered through Volunteer Facilitators who organize most aspects of the programs that they are responsible for. I am always thrilled at the number of caring people Peachland has and how they volunteer to support others. As expected, some volunteer vacancies are easier to fill than others, but we always manage to achieve what we set out to do for the community.

The following chart shows the role and where the 191 PWC volunteers worked at the time of this report:

Driver	Facilitators	Friendly Visitors	Admin.	Breakfast	LOA	Staff & Board	Tech	Events & Other
18	18	8	10	19	25	14	2	77

Annual re-assessments were done for Better at Home clients and later in the year PWC received a small increase which enabled us to take on three new people in this service. Better at Home will see another change in the new year that will allow us to bring on even more people primarily for light housekeeping.

There have been many meetings and lots of behind the scenes work done to develop another service. This newest service starting in early 2020 is the much-desired Adult Day Service. This service will be one day per week (every Tuesday) for the first year with options for growth as/if the need arises.

PWC values all the organizations in Peachland and area and is happy to partner with many to provide opportunities for those living in Peachland. For example, the partnership with the Alzheimer Society of BC providing quarterly educational sessions to the community and the Dementia Caregiver Support group.

Events and Fundraisers this year included the very successful, End of Summer Gala in September, the Christmas Craft Fair in November, which was sold out and a great success, and the first ever Gingerbread House Competition where fun was had by all and the cookie decorating was enjoyed. These November events were held as part of the joint Community Christmas Market Day. This year it included Candy Cane Lane which directed people to the various venues. This joint venture was remarkably successful.

PWC partnered with the 50+ Centre and the Peachland Legion again this year to serve Christmas Dinner to 100 people. Each year it gets better. Gifts were donated by groups and individuals and meant 50 people were able to not only enjoy dinner but also leave with a gift.

Evaluation continues to be particularly important for PWC as we ensure we are meeting the needs of the community and the people who take part in the Programs and Services. This year PWC received a grant to participate in two, two-day training sessions in evaluation through United Way of the Lower Mainland, Project Impact Healthy Aging. The purpose is to train staff to do their own internal evaluations, especially focusing on the impact of their programs on the health and wellbeing of the older adults they serve. We chose the Transportation Service to evaluate, since it involves Programs, Services and Volunteers, and is at a period where PWC is reassessing what's needed in the Service and how to deliver it most efficiently to meet the needs of those we serve.

## PWC Financial Highlights for the year ended December 31, 2019:

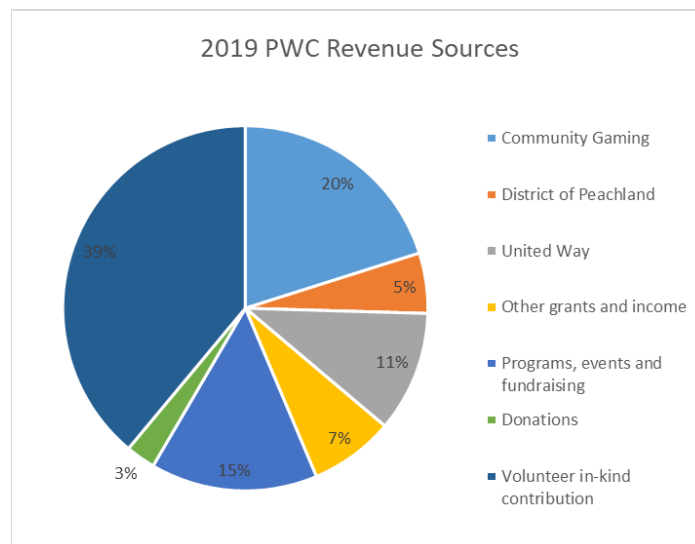
<b><u>Revenue source</u></b>	<b><u>2019</u></b>	<b><u>2018</u></b>
Community Gaming	<b>65,000</b>	\$65,000
District of Peachland	<b>17,258</b>	11,608
United Way	<b>34,600</b>	34,717
Other grants and income	<b>24,171</b>	4,742
Programs, events and fundraising	<b>47,819</b>	59,042
Donations	<b>8,498</b>	14,161
Volunteer in-kind contributions	<b>125,840</b>	108,031
<b>Total revenue</b>	<b><u>323,186</u></b>	<u>297,301</u>
<b>Total revenue before in-kind</b>	<b><u>\$197,346</u></b>	<u>\$189,270</u>
<b><u>Expenses</u></b>		
Administration	<b>88,473</b>	120,798
Programs, events and fundraising	<b>90,816</b>	\$69,740
PWC endowment	<b>0</b>	2,000
Other program support costs	<b>11,310</b>	10,511
	<b><u>190,599</u></b>	<u>\$203,049</u>
<b><u>Net Income (loss)</u></b>	<b><u>\$6,747</u></b>	<b><u>-\$13,779</u></b>

The summary financial information presented here is derived from the Peachland Wellness Centre Society's comparative financial statements for the year ended December 31, 2019.

PWC thanks the following funders, The District of Peachland, the Province of BC, the United Way of Central and South Okanagan and the Central Okanagan Foundation. Thanks also to the many local supporters of the PWC which include the Peachland Lions Club, Peachland Legion Branch #69, TNI the Network Inc. and many other local businesses and individuals

Volunteers are integral to the operation of the PWC. They provide direct service to the community, strategic planning and, financial planning and day to day operations.

Complete financial statements for 2019 and prior years are available upon request



## **2019 Statistics Summary from PWC 2019 Evaluation Report**

### **Statistics for the year (from office records)**

191 volunteers provided 6292 hours of direct service for the community through PWC  
individuals participated in PWC programs  
21 programs; 418 program sessions; 540 individual participants; total attendance 4674 (note some people attend more than one program)  
149 individuals participated in PWC services (note some people receive more than one service):  
77 people utilized Outreach Services  
16 people utilized Better at Home Services  
6 people utilized Friendly Visitor Services  
3 people utilized Helping Hands Services  
47 people received 957 rides for appointments from volunteer transportation drivers

### ***Summary from 2019 Participant Feedback***

Participants gave average ratings between 4 and 5, corresponding with Very Good or Excellent, to all aspects of the Program and or Service they participated in. This indicates a high level of Participant satisfaction with PWC Programs and Volunteer Facilitators, and that PWC is providing high quality Programs and Services. The comments were reviewed to identify common themes – aspects of the Programs and Services that many people identified as being important:

#### **Trends in Program Participant Feedback**

- Satisfaction and gratitude for PWC Programs: Many participants gave thanks and expressed their appreciation for Programs.
- Volunteer Facilitators and Staff are excellent: Many participants praised the Volunteer Facilitators and their skills in facilitating Programs.
- High Quality Programs: Participants used words such as “well organized”, “helpful”, “great”, “lovely” and “wonderful” to describe Programs, indicating that they feel they are getting high quality Programs.

#### **Trends in Service Participant Feedback**

- Satisfaction and Gratitude for the Services: participants thanked PWC and made statements of gratitude, such as “I am so glad the Wellness Centre exists for me and everyone else in need.”
- High Quality Services: participants used words such as “Excellent”, “helpful” “awesome”, “wonderful” to describe the Services. One participant said, “It is so efficient and beautifully embodies your mission statement to connect people and contributes magnificently to support people to embrace a happy and healthy life.”
- Alleviates loneliness and provides company: one impact that participants spoke of was feeling less lonely, having more company, feeling like they were not alone.

PWC 2019 Evaluation Report is available from PWC office upon request.

PWC staff and volunteers enjoyed hosting  
Minister Tassi in the Community Gardens!



#### **PWC Board of Directors and Staff**

Kym Martin	President
Kathy Sawchuk	Vice President
Dawna Reinhart	Treasurer
Rachel Truant	Secretary
Bill Dupuis	Director
Janet Hornseth	Director
Rick Ingram	Director
Tracey Woodward	Director
Nancy Philpott	Director

Christina MacMaster	Executive Coordinator
Sherry Kendrick	Administration & Program Coordinator
Bea Castellanos	Administration & Program Coordinator
Teri Pentland	Services Coordinator
Jacqui Nuttall	Services Coordinator
Sara Stephens	Services Coordinator
Kaylah Vrabic	Program Assistant
Bev Andrews	Volunteer Coordinator



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We acknowledge the financial assistance of the Government of Canada - New Horizons for Seniors and Canada Summer Jobs.

We acknowledge the financial assistance of the Province of British Columbia.

We also recognize the support of our many funders, donors, sponsors and supporters:



**The Network Inc.**